

**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1PET (1738) FAX (602) 364-1039

VETBOARD.AZ.GOV

**COMPLAINT INVESTIGATION FORM**

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: Jan 27, 2021 Case Number: 21-87

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: 1st Pet Veterinary

Premise Name: \_\_\_\_\_

Premise Address: 18453 N 7th Ave

City: Phoenix State: AZ Zip Code: \_\_\_\_\_

Telephone: (623) 849-0700

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: Lisa Harrelson

Address: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

**RECEIVED**

JAN 27 2021

**C. PATIENT INFORMATION (1):**

Name: Mango  
Breed/Species: orange/white tabby cat  
Age: 9-10 mos Sex: male Color: orange/wht

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_  
Breed/Species: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*  
He was a rescue and was named Dreamsicle. Harmony Vet performed neuter and exam.

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

I don't know any names, I went alone to drop him off. I remember speaking to a short hispanic girl with glasses who took the deposit and carried Mango in. I spoke to receptionist upon arrival, spoke with Dr. Sanchez who seemed competent, also to Brooke who provided opposing information to what Dr. Sanchez said, I felt they were lying to me, but in hindsight they maybe incompetent and lack adequate internal communication.

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Lisa N. Danielson

Date: 1/22/21

**F. ALLEGATIONS and/or CONCERNS:**

*Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in Ink.*

My cat was sick. I explained in detail his problems, medications, support care provided to 3 different employees because they do not read their own notes and asked repeatedly for the same information. This has happened to me twice now.

The employee who collected the deposit was accusing me of not correctly taking his temperature of 106.5 degrees F. I explained to her I did it correctly and that was the reading at 7pm the night before. She stated he would not be examined by a DR. until 7 am when Sanchez would arrive, as the Dr on duty just completed 4 hours of ER surgery. But my cat was stable with 102 degree fever at 5am on Wednesday. In hindsight, this drop in temperature should have been a red flag to the staff, I feel they ignored it.

Later, I was told by Dr. Sanchez that was not the case, my cat received an examination from the Dr. on duty upon arrival. My cat's heart stopped at 9am. I was transferred to a billing employee to immediately pay for my dead cat. She told me IV fluids were given upon arrival. I blew up and told her that was not what Dr. Sanchez told me. She called me at 7:59 and said she completed her exam and we discussed her providing IV fluids then to help with slightly low heart rate.

I asked Dr. Sanchez for SOAP notes because I was told different information but those were never provided to me.

I understand the law requires that SOAP notes be provided and that a complete exam be performed upon arrival BY A DOCTOR. I do not believe either of those laws were adhered to.

This place is a sad joke.

How can they call themselves a 24 hour emergency hospital? Were they competent? I don't really know. They don't seem to have a clue what was actually wrong with my pet except that it was an infection that completely wiped out his white blood cell count in 48 hours. Either way they failed to provide quality communication/care to me or to Mango.

Attached Chronology of events I typed on 1/20/21 @ 12:06pm immediately following my cat's death experience.

Gmail

Lisa Harrelson <[redacted]>

## 1st Pet - Mango

1 message

Lisa Harrelson <[redacted]>

Wed, Jan 20, 2021 at 12:06 PM

To: Lisa Harrelson <[redacted]>

1/20/21 arrived called 1st Pet 5:12am. While talking with girl, a short hispanic girl approached with clipboard. I told the person on phone, right after she said she'd send someone out... went over all history.

said all same details again. Said Doc on just completed 4 hr emergency SG. took Mango back and asked to wait in parking lot don't leave.

5:41 am called me and asked more questions about dosage on Amox and Metronidazole. I did not know, my daughter gave it and unable to reach her. She said so she has been providing care? Yes, fluids and meds.

Came out to car in couple mins to collect deposit. said his temp was 102. I said it went down, that's good then. It was 106.5 she asked if I took it correctly? I said yes 1/2 " in rectal and it beeped, I saw clearly it was in. *She argued maybe it was in the poop outside his rectum. " Made No Sense.* She said new Doc comes in 7 am but has other patients before Mango. But he is stable. After exam Dr. Sanchez will call you. Got my cell number [redacted]. She stressed important to answer call and asked what price range they could go up to in event they can't reach me.

7:57 vm from Dr. Sanchez on Home number online Voix.

7:59 call on my cell from Dr. Sanchez: He is pretty sick but stable, breathing ok, blood pressure little low want to IV fluids to raise up. Blood Panel 149-200, xrays 375 to check lungs for viral pneumonia, abdomen. recomend hospital for 24 hrs: 1-1200 depends upon meds to give. Ask about Panleukemia? She said no mouth ulcers which rules out Calici virus. Asked to give IV and do recomend testing before comitt to hospital for 24 hours.

9:04am doc called : bad news, Mango stopped heart and breathing. giving him resuccitate now, do I want resuscitate? Yes. She ll call back in 10

9:19 his heart is beating after Epi and Ani ... something. But he is not breathing, brain waves are not normal. Do I want them to stop. I asked if he can be helped? No What happened? maybe threw a clot, or infection to heart, or underlying heart condition, ecg abnormal wave.

Transferred me to the tech to do bill pay and cremation....

She told me iv fluids were given upon arrival. I started yell and said no they weren't. Doc called me to ask permission for them at 8:30! (it was 7:59). Transferred back to doctor. I told her I am being told two different things. You were supposed to help Mango, not let him die.

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**Fwd: Report from Chandler, RE: Mango Harrelson [ ID: V377153-325184-20210128\_104210.pdf ]**

1 message

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**Lisa Harrelson** <[REDACTED]>  
To: tracy.riendeau@vetboard.az.gov

Thu, Jan 28, 2021 at 11:17 AM

Tracy,

Per our conversation, this is the email with medical records from 1st Pet Emergency. I did ask for these from Dr. Sanchez on the 20th after Mango had died. It was about 9:23 am, but never received them until I just called again today.

Today, Meagan, said the Dr. had not completed the records and there were xx's in place of the missing information. That when the doctor does complete them she will email me the completed records.

Also, as I stated earlier, I was concerned that the temperature reading I took from home at 7pm the night before (was 106.5 degrees) is not listed anywhere in their medical records. As if this information was not relayed to the veterinarians. And I never requested euthanasia as it is indicated on the medical records, my hope was that Mango could be helped.

Thank you for looking into this.

Lisa Harrelson

----- Forwarded message -----

From: **Lisa Harrelson** <[REDACTED]>

Date: Thu, Jan 28, 2021 at 10:51 AM

Subject: Fwd: Report from Chandler, RE: Mango Harrelson [ ID: V377153-325184-20210128\_104210.pdf ]

To: victoria carrillo &lt;[REDACTED]&gt;

----- Forwarded message -----

From: **1stpet.reports@specvet.com** <1stpet.reports@specvet.com>


Date: Thu, Jan 28, 2021 at 10:42 AM

Subject: Report from Chandler, RE: Mango Harrelson [ ID: V377153-325184-20210128\_104210.pdf ]

To: &lt;[REDACTED]&gt;

This email is for outgoing messages only. If you have a question or a problem please call 1st Pet or your veterinarian.

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 **V377153-325184-20210128\_104210.pdf**  
481K



Tracy Riendeau <tracy.riendeau@vetboard.az.gov>

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## Addendum to Mango Complaint

1 message

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**Lisa Harrelson** 

Thu, Jan 28, 2021 at 11:37 AM

To: tracy.riendeau@vetboard.az.gov

Hello Tracy.

Just wanted to repeat what we just talked about on the phone regarding Resuscitation. I signed a paper that I did want resuscitation for Mango, but Dr. Sanchez took time to call me first to ask if I wanted his heart started, said they were giving him oxygen now. Then said she would call me back. 10 mins later she called me back and said she got his heart started but he was not breathing on his own and brain waves not normal.

I forgot to tell you that upon arrival, I signed a paper that I did want resuscitation and also they had permission to spend up to \$525 (thereabouts) in care prior to asking my permission (in the event they could not reach me). I don't think I pointed that part out in my complaint application.

Thank you.

Lisa Harrelson

02-11-2021

Regarding case # 21-87  
Dr Ryan Lunt

To Whom It May Concern:

The following is my written account regarding the visit of Mango Harrelson to 1<sup>st</sup> Pet Veterinary Centers. I never treated Mango nor did I ever have contact with the owner Ms. Harrelson concerning this case.

Mango presented to the hospital at 5:50am on 1/20/2021. She was triaged by one of our technicians and considered stable at that time. Dr Otto one of our emergency doctors performed a brief exam at 6:08am to make sure that she felt Mango was stable. At that time Mango was considered stable and her chart was placed in our queue to be seen. Mango was next examined by Dr Sanchez at 7:56am. At that time, Dr Sanchez felt that Mango had declined and started to get a blood pressure reading and IV catheter set. Dr Sanchez spoke with the owner about her concerns and her recommendations for diagnostics and treatment. See Medical records for conversations, diagnostics and medical treatments.

At 8:55pm Mango went into cardiopulmonary arrest. At that time, he was already on IV fluids and flow by oxygen. Chest compressions were started right away as she was being intubated. Dr Sanchez called the owner to confirm that they wanted her to continue CPR. See Medical records for CPR efforts. Dr Sanchez called owner 10min later and stated that she had a heart beat back, but that Mango was not responsive. Per Dr Sanchez, owner elected to not continue with CPR and allow Mango to pass. Dr Sanchez administered beuthanasia to stop faint heartbeat. Owner called expressing concerns and questions to Dr Sanchez at 9:19am. (see client communication). There were no other concerns or complaints brought to our attention from the owner until we received this Board Complaint. All other information regarding the case is in the medical records.

Sincerely Yours,  
Dr Ryan Lunt

DOUGLAS A. DUCEY  
- GOVERNOR -



VICTORIA WHITMORE  
- EXECUTIVE DIRECTOR -

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### INVESTIGATIVE COMMITTEE REPORT

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** PM Investigative Committee: Adam Almaraz - Chair  
Amrit Rai, DVM  
Cameron Dow, DVM  
Brian Sidaway, DVM - **Recused**

**STAFF PRESENT:** Tracy A. Riendeau, CVT – Investigations  
Marc Harris – Assistant Attorney General

**RE:** Case: 21-87  
Complainant(s): Lisa Harrelson  
Respondent(s): Ryan Lunt, DVM (License: 4423)

#### **SUMMARY:**

Complaint Received at Board Office: 1/27/21  
Committee Discussion: 7/13/21  
Board IIR: 8/18/21

#### **APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018  
(Lime Green); Rules as Revised  
September 2013 (Yellow)

On January 20, 2021, "Mango," a 10-month-old male domestic medium hair cat was presented to 1<sup>st</sup> Pet Veterinary Centers on emergency for fever, anorexia, vomiting and diarrhea. After the cat was examined, Complainant approved IV fluids and blood work.

Shortly after the cat was started on IV fluids, he went into cardiopulmonary arrest. CPR was unsuccessful and the cat passed away.

Respondent is the responsible veterinarian for the premises.

**Complainant was noticed and appeared telephonically.**

**Respondent was noticed and was available telephonically. Attorney David Stoll was present.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *Lisa Harrelson*
- Respondent(s) narrative/medical record: *Ryan Lunt, DVM*
- Consulting Veterinarian(s) narrative/medical records: *Heather Sanchez, DVM*



**PROPOSED 'FINDINGS of FACT':**

1. On January 20, 2021, between 5:40 – 5:50am, the cat was presented to Respondent's premises for fever, anorexia, vomiting, and diarrhea. Complainant reported that the cat's temperature was 106.5 degrees before she left the house. The cat had been getting 100 – 200mLs of SQ fluids, amoxicillin and metronidazole at home. Complainant was unsure of dosages as her daughter was the person caring for the cat and she could not reach her at that time.
2. Complainant expressed concern that she had to repeat the same information to three different employees. She was advised that the cat would not be examined until 7:00am when Dr. Sanchez arrived. According to Dr. Lunt, the cat was examined upon entry by Dr. Otto at 6:08am to ensure the cat was stable.
3. At 7:55am, Dr. Sanchez examined the cat when technical staff noted the cat was looking more depressed. Dr. Sanchez called Complainant to recommend hospitalization for IV fluids and diagnostics. Complainant wanted to start with IV fluids and diagnostics before committing to hospitalization.
4. Dr. Sanchez noted that the cat's blood pressure was too low to read. An IV catheter was placed with difficulty due to the cat's fragile veins. At this time, the cat's temperature = 102.9 degrees, mucous membranes = pale pink, he was salivating, was 6 – 8% dehydrated, and had a dull but appropriate mentation. Blood glucose = 45, therefore the diluted dextrose was given IV and added to his IV fluid bag. Bolus fluids were given (45mLs) in attempts to raise the cat's blood pressure. Blood was collected for testing and revealed leukopenia, neutropenia, lymphopenia, low monocytes, and thrombocytopenia. Also noted was low calcium, chloride, and albumin; lactate = 9.4. FeLV/FIV = negative; Parvo snap = negative.
5. After the cat was bolused IV fluids, another attempt was made to obtain the cat's blood pressure. It was still too low therefore another bolus of IV fluids was started. The cat was also placed on oxygen due to  $spO_2 = 90\%$ ;  $spO_2 = 96\%$  on oxygen.
6. At 8:56am, the cat began agonal breathing. Dr. Sanchez was alerted and CPR was initiated. Complainant was contacted who approved them to continue CPR. An endotracheal tube was placed, and the cat was administered a dose of atropine and epinephrine. The cat's heart rate returned, but manual ventilation continued as the cat was not breathing on his own. An ECG was placed on the cat which showed abnormal wave form of P waves. The cat had fixed and dilated pupils. Complainant was updated on the cat's status – she elected to not continue CPR and let the cat pass/put to sleep. After second consent was obtained, the cat's heart was still beating therefore 3mLs of euthanasia solution was administered.

7. Radiographs were not performed due to the cat arresting before they could be taken.
8. Complainant expressed concerns with premises communications, records not provided or completed timely, the cat not being examined by a doctor upon arrival, and believed the cat's temperature dropping should have been a red flag.

**COMMITTEE DISCUSSION:**

The Committee discussed that the complaint was filed against Respondent, the responsible veterinarian for the premises. Respondent did not examine or treat the cat; he had no involvement in the matter.

**COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the Veterinary Practice Act occurred.

**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 3 to 0.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

TR

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Tracy A. Riendeau, CVT  
Investigative Division